Service Level Agreement (SLA)

Between

The Department of Community Health

and

The Department of Information Technology

Change Notice No. 1

Duration of Agreement	
From: October 1, 2004	To: September 30, 2005

Nature of Change(s):

Effective immediately this SLA is hereby **EXTENDED** for one year. The new SLA end date is **September 30, 2005**. All other terms and conditions within the SLA remain the same.

Signatories	
Signed for and on behalf of: Department of Information Technology Name Teri Takai Signature Teri Takai Position…Director, Department of Information Technology Date 1/4/05	Signed for and on behalf of: Department of Community Health Name …Janet Olszewski Signature Position…Director, Department of Community Health Date
Signed for and on behalf of: Department of Information Technology Name…Susan L Doby Signature Position… Agency Services Information Officer Date	Signed for and on behalf of: Department of Community Health Name…Michael Ezzo Signature Michael Ezzo Position…Chief Deputy Director, DCH Date 12-17-04

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Duration of Agreement	
From: October 1, 2003	To: September 30, 2004

Signatories	
Signed for and on behalf of: ***Department of Information Technology*** By: _____ Teri Takai, Director By: _____ Susan L. Doby, Information Officer Dated: 10/23/03	Signed for and on behalf of: ***Department of Community Health*** By: _____ Title: Chief Deputy Director By: _____ Title: _____ Dated: 10-22-03

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I. GENERAL

A. 1.0 Purpose and Objective

1. This Service Level Agreement (SLA) has been jointly created by Department of Community Health and the Department of Information Technology (DIT) to detail the conditions and expectations of our two organizations regarding the delivery of information technology services.

2. We believe this SLA will help us express our expectations of each other, manage our respective workloads, communicate more effectively and quickly resolve any service problems that may arise. This document can be viewed as a building block that will contribute to a long-term relationship. Accordingly, no changes will be made to this document without the agreement of both organizations. This document will remain in effect until explicitly replaced or terminated.

B. 2.0 Scope

DIT will provide the following services at all Department of Community Health locations. These services include application development and maintenance, helpdesk services, voice, desktop and field services, computing services, data and network connectivity services, disaster recovery and business resumption services, information technology and consulting services, IT procurement and IT contract management. The following services are not provided by DIT and therefore are not part of this agreement; Insert appropriate items

C. 3.0 Roles and Responsibilities

1. DIT shall:

   a. Be responsible for providing the resources and skills to deliver the agreed-to services identified in the SLA. Reference Section I, D, 4.0

   b. Participate in the methodology for pricing and the process for collecting fees and payments.

   c. Organize, facilitate and attend meetings in order to meet service objectives and business demands.

   d. Commit to teamwork and conflict resolution.

   e. Ensure the needs and concerns of DIT and the Agency are represented. IO continually meets with the Department's SLA manager on a bi weekly basis and monthly with the MIS Steering Committee.

2. Department of Community Health shall:

   a. Assign an individual as the Department SLA Manager. Reference Section I, D, 4.0

b. Commit to teamwork and conflict resolution.

c. Communicate all issues and problems to DIT IO following the problem management and escalation procedures outlined in this document. Reference Section I, E, 5.0

d. Communicate with DIT to ensure that DIT is adequately informed about Department of Community Health needs, requirements and business directions. The Agency must communicate with DIT immediately if there are changes in program direction. New initiatives must be communicated to DIT so that adequate preparation and procurement time is available to implement new or enhanced services.

e. Include appropriate DIT Information Officer (IO) in IT strategic planning activities.

3. Department of Community Health Ownership of Department of Community Health Data

Department of Community Health Data is and will remain the property of the Department of Community Health . The DIT in delivering information technology services is acting as the custodian of Department of Community Health data. The data owner, i.e. Department of Community Health is responsible for communicating data requirements to the DIT, e.g. access rights, criticality, etc. The DIT will establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, loss, or alteration of Department of Community Health Data in the possession of the DIT which are no less rigorous than those maintained by the DIT for its own information of a similar nature.

4. Responsibility for Application and General Controls

   a. Application Controls apply to individual computer application systems and may include such controls as data origin, input controls, processing controls, output controls, application access controls, application interfaces, audit trail controls, and application documentation. Application Controls consist of mechanisms in place over each separate application (computer system) that helps to ensure authorized data is processed completely, accurately, and reliably. Department of Community Health is and will remain responsible for ensuring application controls are in place and functioning properly within their organization.

   b. General controls provide the business and IT functions with a set of encompassing controls that are shared by several agencies/departments or information system functional units, or support underlying functions that one or more applications rely on. General controls commonly include controls over data center operations, system software (not application software), acquisition and maintenance, physical security, OS (Operating System) level security, application systems development maintenance, and overall IT Department administration. These controls apply to all systems, e.g. mainframe, mini-computer, and end-user computing environments. DIT is and will remain responsible for general controls.

5. Security

   Department of Community Health and Department of Community Health personnel are responsible for complying with DIT IT security policies.

D. 4.0 Contact Information:

1. The Information Officer will be the primary representative from DIT managing and ensuring service delivery as identified in the SLA.

2. Susan Doby, 517/373-6760, 235 S. Grand Ave, GTB, Lansing, MI 48909, dobys@michgan.gov

3. Michael Ezzo has been identified as the Department's SLA Manager and will be the primary representative for Department of Community Health

4. Customer Service Center (phone 241-9700 or 1-800-968-2644, email: ditservice@michigan.gov)

5. The DIT Customer Service Center is available 7:30 am – 5:00 PM Monday through Friday. This Customer Service Center is the point of contact for Department of Community Health service requests and problems.

E. 5.0 SLA Problem Management and Escalation

It is anticipated that the services provided by DIT will be acceptable to the Department. In the event that the Department is dissatisfied with the services provided, the Department SLA

manager should contact the DIT IO. The IO will resolve the issue to the Department's satisfaction. If a mutual resolution can not be reached, the issue will be elevated to the Director of the Department of Information Technology.

F. 6.0 SLA Document Change Process

Changes to this agreement may be negotiated based on changing business or service needs or significant variances from service commitments. Requests can be submitted to the IO or the Department's SLA Manager, and they will negotiate the changes. The changes must be agreed to by the Directors, or their designees, of both organizations.

G. 7.0 Maintenance and Distribution of the Agreement

1. The IO is responsible for maintaining this Agreement and ensuring that changes have been incorporated when appropriate prior to distributions of new versions.

2. Distribution of copies within the Department of Community Health organization is the responsibility of the Department SLA Manager.

H. 8.0 Billing and Invoicing

1. The DIT services charges will be based on actual costs, which are deemed fully allowable and appropriately assigned or allocated to respective DIT services as required by OMB Circular A-87. DIT is in a transition period. As a service provider to State of Michigan agencies, the ultimate direction is to move to a fully rated cost recovery model. Noted below are cost treatments and charge-back methodologies for DIT services for FY 2004.

2. Invoices must be paid within 30 days of receipt. If an item is disputed the remaining invoice amount must be paid in full within 30 days of receipt. Department of Community Health must notify Corey Sparks of disputed items within 10 days of receipt of invoice.

3. DIT Cost & Cost Recovery Treatments FY 2004

   a. **Direct Charges:** The Department of Community Health will be charged for costs directly associated with the delivery of IT services. Examples include: direct agency assigned staff and agency specific IT procurement. In some instances there are staff who are working for multiple agencies in a non-rated service. Program managers will provide work distributions based on time reporting data for staff in these roles. Staffing costs will be charged to the Department of Community Health based on distribution percentages. DIT will continue to maintain time statistics. Time statistics will be distributed to each Agency on a monthly basis, or as agreed upon by the Agency and DIT.

   b. **Program Administration (PA):** Program Administration (which includes divisional, sectional and team administration) expenditures are costs incurred by program management in the delivery of IT services. An example of such cost is the Director of Agency Services. Costs incurred by the Director of Agency Services will be allocated to the Department of Community Health as a function of Agency

Services' direct salaries charged by Agency. PA will be allocated to the first-line staff through step-down allocations based on salary dollars.

c. **Rated Services**: The Department of Community Health will continue to be charged for rated services such as Telecommunication data and voice networks, Data Center Services, Project Management and Center for Geographic Information Services, etc. Rated services are charged based on usage for the specific service per published rate schedules.

d. **Desktop Services**: Desktop Services costs will ultimately be recovered through a rated structure. Initially, however desktop costs will be allocated to the Department of Community Health based on relative percentage of desktops.

   1) $639 (Desktop Services) x 3500 (Agency Desktop Count) = $2,236,500
   Total Costs Total Desktop Count

   2) Where required, Remedy statistics may be used to aid the DIT in further distribution of desktop costs. (Note: Specific desktop purchases will be charged directly to the Department of Community Health and not allocated.)

e. **Distributed Processing** (DP): Distributed Processing services (local networks, servers, email, mainframe operations productions support, etc.) will be charged to the Department of Community Health based on direct assignment of staff. DP program administration will be allocated to first-line workers via step-down function based on salary dollars.

f. **Enterprise Portal Costs**: Enterprise Portal costs will be allocated to the Department of Community Health based on a weighted-average of content pages and page views for internet costs. Reference Section VII, C, 3.0

g. **Rent**: DIT recognizes that there may be instances during transition where DIT staff who are servicing multiple agencies may be housed with an area that heretofore had been dedicated to a single agency. DIT will recommend a method for equitable allocation and "true-up" of these costs for treatment beginning with the FY04 billing cycle.

h. **Annual Reconciliation**: DIT will conduct an annual reconciliation of charges, or "true-up." This will involve a comparison of billed charges to the actual costs of providing those services. DIT may elect to refund any difference to customers through a final adjustment to billings. However, if differences are within reasonable levels, they may be carried forward as adjustments to future year's charges or rates as provided in OMB Circular A-87.
OMB circular A-87 allows an internal service fund programs to carry up to 60 days operating cash expenditure balances. Since most programs/services recover from users via charges for specific units of service, if a program has over-recovered from users, the program needs to go through a true-up process which may include billing adjustments, credits and/or rate changes. DIT will review programs an make adjustments accordingly.

i. **Meetings**: DIT financial staff, in coordination with the Department of Community Health's Information Officer, will meet on a monthly basis with Department of Community Health staff to review DIT invoices (invoices typically presented on a monthly basis) and identify and resolve any billing adjustments, omissions and related issues that may be identified.

j. **Spending Plan**: DIT financial staff will prepare and distribute a spending plan each month that annualizes expenditures, year-to-date, against the Agency Inter Departmental Grant. DIT financial staff, in coordination with the Department of Community Health's IO, will meet on a regular basis with Department of Community Health staff to review the spending plan, identify funding shortages, and jointly prepare an action plan to spend within available resources.

I. 9.0 Audit Clause

1. As part of this SLA, the Department of Community Health and DIT agree to this audit clause, which provides that financial records, documents, data, accounting procedures and practices, programs, projects, information systems, or any other items of the service provided, deemed relevant to the SLA by Department of Community Health and DIT, are subject to examination by the appropriate Department of Community Health and DIT representatives. The Department of Community Health and DIT will, and will cause its subcontractors and suppliers to, provide to the Department of Community Health and DIT (and internal and external auditors, inspectors, regulators and other representatives that the Department of Community Health and DIT may designate from time to time) access at reasonable hours to the Department of Community Health and DIT personnel, to the facilities at or from which services are then being provided and to the Department of Community Health and DIT records and other pertinent information, all to the extent relevant to the services and Department of Community Health DIT's obligation. Such access will be provided for the purpose of performing audits and inspections. The Department of Community Health and DIT will provide any reasonable assistance requested by either party or their designee in conducting any such audit, including installing and operating audit software.

2. Following an audit, the Department of Community Health and DIT will conduct an exit conference with Department of Community Health and DIT representatives. The Department of Community Health and DIT will meet to review each audit report promptly after the issuance thereof and the Department of Community Health and DIT will respond to each audit report in writing within thirty (30) days from receipt of such report, unless a shorter response time is specified in such report. The Department of Community Health and DIT will develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such audit report and the Department of Community Health and DIT will undertake remedial action in accordance with such action plan and the dates specified therein.

J. 10.0 Service Reviews

1. Quarterly (or as needed) reviews will be conducted with the Department's SLA Manager to assess service effectiveness, address service problems, and evaluate service delivery in light of business needs and available resources. Particular attention will be paid to notable deviations from commitments.

2. As a basis for the review, the IO and Department SLA Manager will collaborate in collecting, analyzing and reporting service data associated with the SLA. A report describing project statuses, issues addressed, decisions made and actions taken will be published within five (5) days of the review meeting.

3. This review will also include advice from DIT on technology options that have become available that could improve the overall level of service. This review will also serve as an opportunity to identify improvements in performance.

II. AGENCY SUPPORT SERVICES

A. 1.0 New Systems Development

1. New system development is work that leads to the creation of new technology solution to fulfill a business need. -Application development requests will be submitted through the process developed by the Department of Community Health and the IO. Agency responsibilities will minimally include:

   a. Development of the project feasibility document, which shall describe the general business problem being solved. This document must include Agency authorized signatures and funding source. Prior to proceeding with the project, the Agency shall be responsible for developing the project charter, with assistance from DIT. This document must identify:

      1) Project scope.
      2) DIT and Agency Roles and responsibilities.
      3) Project management and project ownership.

2. Where DIT resource (staffing) conflicts exist, the Agency must re-prioritize current projects and current maintenance efforts to accommodate new system development.

B. 2.0 Application Maintenance and Support

1. Enhancement and maintenance requests will be submitted through the process developed by the Department of Community Health and the IO. Application maintenance and support includes the following:

   a. **Enhancement** sub-divided as follows:

      1) Major Enhancement: involves significant new requirements, but does not alter the overall makeup of an existing solution. This may entail adding, changing or deleting functions for the existing solution. Major enhancements will usually cause an impact to the business, organization or architecture and may require significant cost, effort, and time to complete. Examples may include migration to a new application platform, adding new interfaces, or re-designing a database.

      2) Minor Enhancements: involves adding new requirements against an existing solution, but have minimal impact on the business, organization, or architecture. Examples may include updates to data tables, updating a field on an HTML view, or updating a module that was originally changed via an emergency fix.

   b. **Maintenance** sub-divided as follows:

      1) Corrective Maintenance: includes work that is initially spawned by a problem incident report and is generally referred to as a "fix." Involves changes made to application code in support of new or changed system software. Cost

and effort are relatively low. This work may be initiated to provide a complete fix after an emergency fix was performed.

2) Emergency Fix: defined as the occurrence of a problem that must be addressed immediately, such as the disruption of a system or application.

   a) *Urgent* – life and death situations.
   b) *High* – public impact, significantly impacts a large number of users, or inability to meet deadlines for statutory payments.

   c) *Medium* – all other situations that have impact on users.

3) Perfective Maintenance: involves work that is initiated in order to avert foreseeable problems, improve performance, quality, reliability, efficiency, usability, or maintainability of an installed solution. An example may be performance tuning.

DIT will be responsible for on-going system maintenance, unless otherwise outsourced to a vendor, for the duration of this agreement. Should system maintenance obligations impact the delivery of new systems, or resources not available within the existing staffing structure, the Agency will be responsible for prioritizing maintenance efforts.

c. **Support:** Work related to the production application such as end user assistance, routine tasks or monitoring of the production application. Examples may include on-call support, adding or changing user access to the application, production scheduling, and responding to end user questions or emails.

III. CRITICAL APPLICATIONS

A. The following applications are considered critical to the agency, and detailed service level agreements are included in **Appendix A**:

1. Vital Records Birth Record Processing
2. Children's Special Health Care Services (CSHCS)
3. Family Support Subsidy (FSS)
4. Health Alert Network (HAN)
5. Residential Leases
6. Michigan Breast and Cervical Cancer Information System (MBCIS)
7. Michigan Childhood Immunization Registry (MCIR)
8. Michigan Disease Surveillance System (MDSS)
9. Medicaid Management Information Systems (MMIS)
10. Newborn Screening Lab System
11. Purchased Pharmacy package
12. Women, Infants, Children (WIC)

IV. DISTRIBUTED PROCESSING OPERATIONS

A. 1.0 Overview

1. The Distributed Processing Operations (DPO) Division within the DIT is responsible for the planning, design, engineering and operations of all local area networks for the State of Michigan. DPO also offers server and application hosting services, e-mail service, file and print services, operating system support, maintenance support, software and hardware technology refreshment services in a variety of different facilities in a distributed environment.

2. DPO services are typically provided on a 5 X 12 basis; however, the Agency has the option to extend coverage via an on-call service.

3. DPO also offers mainframe job scheduling, operations and data entry services.

B. 2.0 DPO Services

1. DPO provides the following types of services to Agencies:

Facilities Management	Network Management
Server Procurement	Job Scheduling/Execution
Server Software Installation	Maintenance Agreements (SW & HW)
Asset/Configuration Management	Server / HW Capacity Planning
Server Installation/Setup	Service Request Management
Server Backup/Recovery	Software Problem Management/Patch Process
Server Documentation	Print Services
Server Security	Operations Metrics/Utilization Reporting
User Profile Management	Application Server Support
Performance Tuning	Server Software Distribution
Server Monitoring and Corrective Action	Change Control

C. DPO Monthly Costs

1. DPO charges for FY04 are costs directly associated with the delivery of the services listed above. These charges include three types of costs: Payroll, Program Administration, and Support Costs.

   a. **Payroll** consists of actual payroll charges for the pay periods ending during the invoice month. DPO staff is charged to an agency as dedicated to the agency, allocated to the agency, or based on a time distribution.

   b. **Dedicated**: Costs of DPO employees working full-time for a single agency.

   c. **Allocated:** Costs of supervisors and managers are allocated based on salary costs of employees in their reporting organization.

d. **Time Distribution:** Some DPO employees provide services to multiple agencies. For these employees, their costs are distributed as a percentage or time worked for each agency.

e. **Program Administration (PA)** expenditures are costs incurred by program management in the delivery of DPO services. An example of such cost is the Director of Distributed Processing Operations. Costs incurred by the Director of Distributed Processing Operations are allocated to agencies as a function of Agency Services' direct salaries.

f. **Support** costs are expenditures such as travel, telephones, pagers, copier rental, office supplies, and other CSS&M related to the staff in the DPO organization.

V. IT PROCUREMENT

A. 1.0 Overview

1. Contract & Procurement Services provides agency-specific and enterprise-wide procurement and contract management services for IT commodities and services. MAIN processing activities, vendor interaction, and State approval/reporting requirements are handled by DIT Contract & Procurement Services.

B. 2.0 Contract Management Services

1. DIT Contract Management Services is responsible for processing all IT related contractual service requests, and ensures that the services provided meet contract specifications. In serving these IT needs, DIT Contract Management Services include the following:

a. Assist Agency in developing, renewing, and re-bundling IT contracts.

b. Work with Agency and project managers in identifying IT needs and developing statements of work.

c. Coordinate with DMB to determine most appropriate contract vehicle to obtain services.

d. Develop contract language for Request for Proposal, Invitation to Bid, and Sole Source contracts.

e. Work with Agency procurement and personnel staff to obtain Department of Civil Service approval, via CS-138, if needed.

f. Participate in pre-bid meetings, oral presentations, and joint evaluation committee process and vendor selection.

g. Review contractor's detailed work plan to ensure it will result in meeting the objectives and tasks stated in the contract.

h. Act as liaison between Agency and Contractor in order to mutual understanding of the respective roles and responsibilities of the contractor and the Agency.

i. Prepare contract portfolio and status reports to share with management staff regarding contract management and activity.

j. Monitor contracts with existing vendors and make recommendations on extensions and renewals using uniform analysis.

k. Manage contract change requests.

l. Monitor financial data for each contract to ensure that contract is on budget.

m. Monitor all contract activity to ensure compliance with contractual obligations and DIT strategic direction.

n. Leverage resources and create cost savings by establishing contracts using a best-practice, best-price, and best-value mindset.

o. Promote proactive management of the IT contract portfolio through valued partnership and foster an enterprise-wide perspective.

p. Coordinate funding approvals.

q. Adhere to Executive Directives/Executive Orders, DIT and Agency-specific requirements in processing IT contractual service requests.

r. Process approved agency contractual service requests in a timely and efficient manner.

C. 3.0 Procurement Services

1. DIT Procurement Services covers the purchase of all non-delegated IT commodities and services for State agencies. (Second paragraph moved)

2. The DIT Procurement Services Section performs all MAIN-related functions for IT procurements. These include requisitions, purchase orders, change orders, receivers, and cancellations. DIT Procurement Services will issue Agency-specific procurement requisitions in a designated MAIN ADPICS department number and route those documents for view and approval by the Agency, based on approval path information provided by the Agency. DIT Procurement Services will notify end users of request status throughout the procurement.

3. **In serving the IT procurement needs of the Agency, DIT Procurement Services will:**

a. Adhere to Agency-specified approval requirements for IT purchases;

b. Provide a variety of methods for Agencies to request the purchase of desktop commodities, including telephone requests, e-mail, fax, ID-mail requests;

c. Process approved Agency procurement requests through appropriate DIT approvers in a timely and efficient manner; DCH has elected to funnel all IT purchases through a central point.

d. Check published on-hand stock status for items that can be redeployed free of charge before procuring new items using Agency funds;

e. Procure commodities that meet published enterprise standards;

f. Use a variety of procurement methods, including the MAIN system and procurement cards, to purchase items at the most favorable cost and value;

g. Notify the Agency of procurement request status;

h. If requested, use Agency-specific coding in selected fields of MAIN coding blocks to assist the Agency in reconciling its monthly invoice;

i. Establish and maintain a MAIN ADPICS department approval path to route Agency-specific purchases for approval and viewing by Agency staff;

j. Work with the Depot to perform the receiving function for commodity purchases;

k. Adhere to State Executive Directives and instructional memoranda regarding the approval, processing, and reporting of IT commodities;

l. Expedite orders as quickly as administratively possible for urgent Agency requests;

m. Coordinate procurement efforts with those of DIT Infrastructure Services, Agency Services, and Administrative Services to streamline receipt, delivery, and billing for commodities;

n. Provide procurement contact names and instructional media to Agency staff regarding DIT procurement methods. If requested, meet with and train Agency staff on DIT procurement processes;

o. Work cooperatively with DIT Infrastructure Services to maintain warranty and maintenance agreements for software and hardware serving the Agency;

p. Strive to lower Agency costs for licensing and maintenance purchases by combining procurements for volume discounts;

q. Process assigned invoices in a timely manner and work proactively with DMB Accounts Payable staff to ensure timely, accurate payment of vendor invoices.

4. **The Agency will be responsible to:**

a. Enter Account Code (AC3) information into purchase orders in the approval path, if the Agency chooses to request AC3 coding for its IT purchases;

b. For IT desktop commodity purchases, supply information identifying the end user's name, phone number, and physical location to assist in notification, delivery, installation, and inventory tracking;

c. Provide Agency-specific ADPICS department number and level number for inclusion in the DIT approval path;

d. Provide DIT Procurement with current information on Agency-designated signatories and approvers for DIT-0015 (Procurement Request) documents and Client Service Center Procurement requests;

e. Indicate whether funding for each procurement request is included in the IDG;

f. Comply with the requirements of the End User Computing freeze on desktop commodities by providing a business case for any desktop commodity request that includes some portion of general fund monies.

5. Charges to the Agency for Procurement Staff will be based on the percentage of transactions processed for the Agency by its designated procurement liaison(s) and related percentage of the supervisor and overhead costs. Remedy statistics may be used to calculate number of transactions processed for the Agency.

'I. SECURITY SERVICES

A. 1.0 Security Services Overview

1. Security Services cover the development, maintenance, implementation, and enforcement of security-related policies and procedures for State Government IT resources.

2. It also includes incident management, monitoring, and interaction with non-State of Michigan security entities to insure that the State's IT infrastructure is safe from entities outside State Government as well as within State Government.

B. 2.0 Scope

1. Development of security-related policy and procedures.

2. Coordination, implementation, and enforcement of all related security policies.

3. Monitoring of security processes.

C. 3.0 Security Services

1. Security Awareness and Assessment

a. Essential Base Services:

Development of Security Guidelines and Standards

1) Development of guidelines and standards to meet state and federal security obligations and needs.

2) Coordination of DIT Security agreement processes with agencies.

3) Provide security-related tools, such as training material, etc.

4) Research new security technologies and make recommendations for new processes.

b. Premium Services:

1) Coordination of Security with agencies, including awareness promotion: Work with agencies to promote security awareness.

2) Enterprise Risk Assessment: Conduct enterprise-wide Rapid Risk Assessment.

3) Assessment & Management of Application Risk:

c. Assessment of application risk: Assist agencies in evaluating degree of security-related risk.

d. Development of mitigation plans: Provide assistance to customers toward development of mitigation plans to address identified risks.

2. Passive Monitoring of IT Security Environment

a. Essential Base Service:

1) Monitoring of State Firewalls

a) Provide oversight responsibility for the security of the State's infrastructure.

b) Provide final approval on firewall rule changes in accordance with State Standards and guidelines.

2) Provide Security Alert Services

a) Monitor, evaluate and publish industry security events and vulnerabilities to Agencies.

b) Provide network intrusion detection.

c) Monitor security breaches and provide information to agencies as warranted.

3) Hardware Security Scanning Services

a) Coordinate scanning of systems within SOM for possible vulnerabilities.

b) Provide recommendations to resolve known vulnerabilities.

4) Virus Protection

a) Coordination of virus protection, detection and suppression at the PC, server and network level.

5) General Security Monitoring

a) Provide reports to agencies on security violations as well as policy infractions.

b) Provide IDS services on DIT supported platforms.

c) Coordinating application of federal security programs, such as Homeland Security (focused on "all threats" approach).

3. Active Monitoring of IT Security Environment

a. Essential Base Service:

1) Perform IT Risk Assessment Services

a) Perform risk assessment of DIT infrastructure facilities in accordance with State policy and standards.

b) Perform on-demand risk assessment service, as needed within DIT for new or changing infrastructure facilities.

c) Document risk assessments for management review and response.

2) Audits of Access Privileges

a) Audit access codes and usage on platforms within DIT based on Security policies and standards.

b) Provide information for coordination with customers on customer access rights and privileges.

c) Assist customers with agency audits relating to IT platforms and/or applications. This assistance may involve IRS audits, Auditor General Audits, etc.

b. Premium Services: Costs are associated with Premium Services.

1) Ethical Hacking - Conduct ethical hacking against DIT platform resources to assist in determining level of risk for intrusion, firewall protection and make recommendations on remediation strategies.

2) User Monitoring - On-demand monitoring of users. In specific circumstances, it may be necessary to monitor specific users to address suspected illicit or fraudulent use of IT resources.

3) Health Information Portability Protection Act (HIPPA) - Ensure compliance with HIPPA security regulations.

4) Security Accreditation of Computer Systems - Facilitate security accreditation and certification of computer systems.

5) Formal Security Training / Awareness.

6) Homeland Security Incident Coordination Issues/Response. – May include activities and capabilities of various organizations, government or businesses that might have a role in responding to a threat or hazard (for example, natural hazzard, human-induced hazard, or terrorism incident).

4. Coordination of Physical Security for DIT Facilities

a. Essential Base Service:

1) Provide oversight responsibility for the security of the State's physical IT infrastructure.

D. 4.0 Disaster Recovery Services Overview

1. *The Disaster Recovery and Emergency Management Service*s addresses DIT's responsibility regarding planning, developing and executing disaster recovery capabilities.

2. These services also address offering assistance to the agency toward development of their business resumption plan responsibility. DIT can leverage its disaster recovery planning expertise to provide assistance to its plans and processes. While both the development and execution of business resumption is clearly an agency responsibility, DIT will assist customers in dealing with this responsibility.

E. 5.0 Scope

1. Assist in the creation of disaster recovery plans and processes and creation and maintenance of a disaster recovery hardware environment.

2. Bring hardware and systems back online in the event of a disaster for critical application infrastructure.

3. Assist toward development of business resumption plans and processes.

F. 6.0 Disaster Recovery Services

1. Development and Maintenance of Disaster Recovery Plan

a. Essential Base Service:

1) Maintenance of Disaster Recovery Plan - For critical business and DIT processes, creation of a disaster recovery plan covering:

a) Maintenance of existing disaster recovery plans.

b) Distribution of the disaster recovery plan.

b. Premium Services:

1) Development of Disaster Recovery Plans - For critical business and DIT processes, creation of a disaster recovery plan covering:

a) Development of disaster recovery plans specific to each platform/process.

b) Distribution of the disaster recovery plan.

2. Testing of Disaster Recovery Plan

a. Essential Base Service:

1) Testing of Disaster Recovery Plan - Coordination of testing process with DIT infrastructure support and customer as required. This includes:

a) Testing of applications, network availability and output.

b) Ensuring that adequate Disaster Recovery testing is accomplished to meet customers' business requirements.

b. Premium Services:

1) "Table-Top" Testing - Panel review of Disaster Recovery Plan to verify plan validity (content, information, sequence, etc.).

2) Simulation Testing - Full-blown simulation of Disaster Recovery Plan execution to verify validity, completeness and effectiveness.

3. Execution of Disaster Recovery Plan

a. Essential Base Service: None.

b. Premium Services:

1) Declaration of an EMERGENCY - Based on customer need and circumstance, DIT is responsible for the declaration of an emergency.

a) Provides 'over and above' normal business response for the specific systems or applications for which the emergency has been declared.

b) Escalation to 7 X 24 coverage from on-call individuals.

2) Declaration of a DISASTER - Based on customer need and circumstance, DIT is responsible for the declaration of a disaster. **NEED TO SUMMARIZE CIRCUMSTANCES THAT WOULD CREATE A DISASTER AS WELL AS DEFINE DISASTER**

3) Execution of Disaster Recovery Plans and Processes - Carry out efforts necessary to implement a Disaster Recovery effort based on the requirements defined in the Disaster Recovery plan to ensure that the DIT Services meets pre-defined Agency Business Resumption Process requirements (may include the desktop, telecom, and distributed server environments).

a) Re-establishment of infrastructure required to support business resumption.

b) Re-establishment of data access.

4. Assistance toward Development of Business Resumption Plans and Processes

a. Essential Base Service:

1) Assistance to agencies toward development of their business resumption plans and processes.

2) Coordination of business resumption planning process with DIT Infrastructure support, Agency Services and Customer as required.

3) Ensure that all infrastructure issues identified in the Business Resumption Process as being critical are involved in the development process (may include the desktop, telecom, and distributed server environments).

5. Other Disaster Recovery Services

a. Essential Base Service:

1) All other disaster recovery and assistance toward development of business resumption processes.

VII. ENTERPRISE APPLICATION SERVICES

A. 1.0 Overview

Enterprise Application Services provides application development and support for technical applications and services impacting several agencies and the enterprise (all agencies), including Human Resource Management Network (HRMN), DCDS, ADPICS, RSTARS, Michigan.gov, e-stores, Vignette, and Senior Project Management.

B. 2.0 Development and Enhancement Services

1. Development and enhancement services to the Human Resource Management and Finance applications including HRMN and DCDS are prioritized by the Civil Service Department. MAIN (ADPICS and RSTARS) services are prioritized by the Office of Financial Management.

2. New Development projects and enhancements to enterprise or multiple agency solutions including Michigan.gov applications are provided upon request by agencies and billed upon services rendered.

3. **Billing and Funding**

a. HRMN and DCDS are funded by the Civil Service Department; MAIN is funded by the Office of Financial Management of the Department of Management and Budget. Development and enhancement services are billed based on the scope of work requested and funding available by the requesting agency.

b. The billing rate will be an hourly rate for staff based on expertise:

1) Project Manager
2) Jr. Project Manager/Special Projects Lead
3) Sr. Technical Analyst
4) Analyst/CMA Specialist

4. **Obtaining Services**

a. A Memorandum of Understanding identifying the rates, work to be performed, responsibilities and funding source and approval will be developed and signed by the Information Officer, the Director of Enterprise Application Services or designee, and the Requestor for each project.

C. 3.0 Michigan.gov

1. The Michigan.gov portal group provides hosting services including the production server environment and support at a 99.9% availability, and a test server, licenses and support.

2. Support Services for Michigan.gov include:

a. Formal training and expertise in Vignette to all end users.

b. Technical expertise in Vignette, Surfaid and Inktomi for all technical resources.

c. Graphical User Interface Michigan.gov Standard support (banner and graphics).

d. State of Michigan web application monitoring and review for consistency in security, privacy, look and feel, usability.

e. Routine and on-request statistical reports.

f. Web user interface design expertise and support of the user interface look and feel of the portal.

g. Vignette Application maintenance and small enhancements.

h. Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.

i. Support Governor's Executive Office and Communication Division with ongoing support for the Michigan.gov home page.

3. Billing and Funding:

a. Michigan.gov Portal charges must support entirely the cost of the production and test hosting environments (now 88% of the cost) and the support services staff (now 12% of the cost). Total estimated annual expenses for the Michigan.gov portal is $4,081,000 distributed as follows:

Production and test hosting charges:	$3,586,000
Support Services Staff:	$ 495,000

b. Total estimated charges for Department of Community Health for October 1, 2003 through September 30, 2004 are estimated at $130,000 based on FY03 rates.

c. *Agency charges are based on two factors – each weighted at 50%. These factors will be reviewed and adjusted annually:*

1) Content count in Michigan.gov Database on 10/25/02 are representative of the cost of those servers, redundancy and support and the Vignette application.

2) Page Views (end user traffic) 9/1/02 through 9/30/02 are representative of the cost of servers and support for Michigan.gov response time, availability and redundancy.

d. Charges are not based on the number of websites per agency, the number of authors, editors or publishers, or the number of training or support services.

4. Obtaining Services:

   a. Enterprise Application Services supports Michigan.gov customers in several different ways:

      1) Content Management Administrator (CMA) Training is provided on a regular schedule or, if needed, special training can be coordinated to ensure that agencies have personnel capable of maintaining the agencies' web sites with current information. Training can be scheduled by going to http://w3.michigan.gov/emichigan clicking on CMA and then Training.

      2) Assistance on CMA problems.

      3) Requests for URL redirects.

      4) Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.

   b. For assistance and any of these items, send a GroupWise e-mail to DIT-EAMS-Web. For immediate assistance from 8:00 AM to 5:00 PM, you can page a CMA expert by calling 341-0999 and leaving your phone number.

5. Senior Project Manager Services:

   a. The Senior Project Manager is responsible for the successful on-time, within budget and scope, delivery of large ($5,000,000+), complex and strategic State of Michigan projects. They are seasoned and experienced project managers responsible for successful delivery along with providing mentoring and development of Project Management as a discipline within the State of Michigan.

   b. The billing rate for senior project managers is $95 per hour for fiscal year 2004.

6. Obtaining Services:

   Contact your IO .

VIII. DESKTOP SERVICES

A. 1.0 Overview

1. This section details the services associated with the availability of 'ready-to-use' workstations, including standard or advanced workstations as well as associated peripherals, standard software and applications.

2. It also covers the activities required to ensure that the workstations, peripherals, software and applications provided are properly supported through their entire lifecycle.

B. 2.0 Roles and Responsibilities

1. Desktop Services include:

   a. Availability of workstation & standard software, including standard configuration, software and basic office productivity and State of Michigan software and applications;

   b. Availability of non-standard software, in answer to specific agency, position or in some case individual needs;

   c. Model Office service, which ensures that any new application, software or hardware is 100% compatible with existing standards & equipment;

   d. Moves, Adds and Changes service, which deals with the installations, moving and/or removal of workstations and peripherals;

   e. Peripheral support, covers the on-site support for standard peripheral equipment;

   f. Kiosk support, similar to peripheral support but tailored specifically to the kiosks used by the agencies to provide services across the state.

C. 3.0 Client Service Center

1. As its name implies, Client Service Center essentially provides a portal to all DIT-related service areas via an Enterprise and Centralized Help Desk.

2. The Client Service Center covers the following:

   a. Single point of contact for any form of user support: (to obtain 'break & fix' support, to obtain information about DIT services, to procure new services from DIT such as applications hosting, etc.);

   b. Tier 1 user support with a stated goal of resolving the majority of support requests during the initial call ("on the spot");

   c. Tier 2 user support, when applicable, by drawing on other DIT services or Agency programs for final resolution of the issue.

IX. CENTER FOR GEOGRAPHIC INFORMATION (CGI)

A. 1.0 Overview

The Center for Geographic Information (CGI) provides leadership, technical expertise, and policy for the development, use, dissemination, promotion and sharing of the state's geographic resources. Charges for CGI fall into two (2) categories: direct agency charges and services charged on an hourly basis.

B. 2.0 Services

1. New development projects and enhancements to enterprise or multiple agency solutions are provided upon request by agencies. These services are billed based on the scope of work requested and funding available by the requesting agency. A Memorandum of Understanding identifying the rates, work to be performed, responsibilities and funding source and approval will be developed and signed by the IO, the Director of the CGI, and the requesting agency. The billing rate will be an hourly rate for staff as follows:

   a. Senior Staff: $75 per hour
   b. Junior Staff: $60 per hour
   c. Support Staff: $35 per hour

2. **Selected Services Include**:

   a. Internet Mapping Services

      1) Thinking and working geographically provides the advantages of using maps for decision support. Internet Mapping Services provide web tools to create maps, integrate information, visualize scenarios, present powerful ideas, and develop effective solutions. Geographic Information Systems (GIS) on the Internet provides a much more dynamic tool than a static map display. Web-enabled GIS delivers interactive query capabilities such as

         a) Searching for specific site locations
         b) Displaying and viewing multiple data sets
         c) Conducting queries for specialized analysis
         d) Retrieving specialized data services

      2) The CGI provides web-specific data development and management services targeting cartographic design and map rendering technologies; Internet Mapping Application development using pre-developed functionality or meeting new, agency-specific requirements; and IMS hosting services that include G-IT hardware and software maintenance with application versioning upgrades available.

C. 3.0 Project Management

1. Geographic Information Technology (G-IT) encompasses an understanding of spatial data, cartographic expertise, a specifically targeted family of software and its supporting architecture. Since 80% of State government information has a spatial component, the CGI offers agencies its G-IT expertise for reviewing proposals containing a geographic component and continuing project management services to ensure successful vendor delivery of G-IT requirements.

2. <u>G-IT User Support</u>

   The CGI is committed to supporting and enabling Geographic Information software and equipment users. Both formal and informal assistance and training is available for Geographic Information off-the-shelf software, G-IT equipment such as GPS units, and user training for developed applications. Cartography-related services include custom

mapping, development of both standard and custom symbol sets, and standard mapping templates and layers. CGI also provides GIS analysis services tailored to meet agency needs or assists agencies in developing and implementing their own GIS analysis.

3. Spatial Data Management

The CGI realizes the growing need for managing the ever-increasing volume of State geographic data and offers services to develop data standards for geospatial metadata, locational referencing (examples include address, Public Land Survey System, linear referencing systems, digital orthophotography, Global Positioning Systems GPS and other referencing systems), and web portal standards for the Michigan Geographic Data Library. Standards are designed to leverage data integration and sharing among State agencies. Assistance is available for using, administering, and optimizing SDE (Spatial Data Engine) for data loading, data access, and increased performance. Modeling and design services provide yet another avenue to improve data access and availability.

4. Product Development, Data Development and Data Integration

a. CGI provides the following services, including

1) Standard and custom map products;

2) Large-format printing for press conferences, court exhibits, and presentations;

3) Database queries and tabular report compilation that reference geospatial data;

4) Address (and other locational data) cleansing and address matching/geocoding services;

5) Geospatial and related data conversion and migration;

6) Custom geographic data development;

7) Referencing system and map projection conversions; and

8) Two-way data integration between the Michigan Geographic Framework and various business data sources.

b. CGI also coordinates digital imagery acquisition and development. The CGI administers the State's geographic information web portal including maintenance of the Michigan Geographic Data Library providing access to several State agency-sponsored datasets.

5. **Michigan Geographic Framework**

a. CGI serves as administrator of the "Michigan Geographic Framework". The Geographic Framework is a standardized infrastructure on which all GIS users of 1:12,000 scale map data can build their applications. CGI serves state, regional, county, and local government agencies, private businesses, and the general

public. CGI provides technical assistance and consultation services to Michigan's GIS user community.

b. Department of Community Health is a contributing partner for FY04 and has committed $ 50,000 (estimate based on FY03 rates).

6. **Service Request Process**

Contact your IO or Eric Swanson at 517-373-7910.

X. DATA CENTER OPERATIONS

A. 1.0 Overview

Data and Application Hosting is the ability to provide mainframe/server facilities, Operating System support, maintenance and operational monitoring of customer data and applications.

B. 2.0 Data and Application Hosting

1. Data and application hosting can be performed either in a centralized or distributed environment, depending on the criticality of the data or applications hosted:

a. Centralized hosting in a 7x24x365 data center is provided for data and those applications requiring high availability and/or a need for disaster recovery capabilities. It can also be preferred when a selected application resides on a mainframe or server supported by the data center.

XI. TELECOMMUNICATIONS

A. 1.0 Overview

1. Telecommunications involves traditional voice (telephony) and data network backbone connectivity between State of Michigan work locations.

2. Voice Services addresses all services related to telephony, from basic office and cellular telephony to the design and deployment of elaborate Interactive Voice Response systems (IVR), Enhanced Call Processing (ECP), or Call Centers.

3. The breadth of Voice Services offered depends directly on the degree of involvement that DIT has in its delivery, i.e. whether or not the delivery facilities are managed by DIT rather than by an external service provider.

B. 2.0 Service Levels

1. This translates into three (3) different levels in the breadth of Voice Services that are available to customers:

a. For most central locations, or locations with a strong concentration of State of Michigan operations (specific buildings within the **Lansing, Saginaw, Grand**

Rapids and **Detroit** areas), DIT manages the voice installations and is accordingly able to offer its full breadth of Voice Services.

b. For other locations with significant population or concentration of State of Michigan operations (specific buildings within **Flint**, **Jackson** and **Kalamazoo** areas), DIT is able to offer a limited breadth of Voice Services.

c. For all other locations, the role of DIT is currently limited to negotiating agreements with service providers to deliver the services on behalf of DIT.

2. Data & Network Connectivity covers the connectivity of users to standard State of Michigan data sources and applications such as data center applications, distributed applications and external partners.

3. The Data & Network Connectivity Services are divided into the following services:

a. Connection of a local network to the State of Michigan "backbone," which provides all users of this local network with access to the different data sources described above;

b. Different remote connectivity modes, through which users working remotely are able to access their normal data resources;

c. Different network services such as dedicated connectivity, connection to external partners, etc.

Appendix A

Application Service Level Detail

System Name:	**Vital Records Birth Record Processing (Birth Registry)**
Effective Date:	**10/01/03**
Customer:	**Department of Community Health/Office of Vital Records and Special Projects**
Technology Owner:	**Administrative and Billing Team – DIT/DCH Systems Development**

1.) System Description

The DCH Vital Records area captures legal and statistical information regarding State of Michigan births. It also responds to citizens' requests for copies of birth information or changes in that information. Requests for birth certificate copies are received from the Web, FIA, over the counter, and through the mail. During this fiscal year, the Birth Registry application will provide data, as authorized, to FIA field staff. Also, the accounting module that handles the requests for birth certificates will be replaced and combined as a module to the Birth Registry application.

2.) Processing Mode

This system has an Oracle database back end, sitting on a SUN server. The front end is a Java Web Interface. There are PL/SQL batch processes that run weekly to load and update new Michigan births.

3.) Functionality Expectations

The Birth Registry application is available to the customer 24 hours a day, 7days a week except for during backups. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. When specifically requested by the customer, DIT will make any necessary changes to enable the availability of the system.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will coordinate System change and System maintenance implementations with the customer's schedule.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The database is mirrored during day-to-day operation.

The database is exported to tape everyday, Monday through Sunday, with the tapes being kept for a month. A full cold back up (data base down), is done on Monday and Thursday evenings between 11:30pm and 6:00 am. These tapes are kept for two months.

Application Service Level Detail

System Name: **Children's Special Health Care Services (CSHCS)**
Effective Date: **10/01/03**

Customer: **Department of Community Health/Bureau of Children and Family Programs**

Technology Owner: **Administrative and Billing Team – DIT/DCH Systems Development**

1.) System Description

This system maintains Medicaid Title 5 eligibility and enrollment information for the Children's Special Health Care Services area of DCH. In addition, this system monitors when client information requires renewal. Also, payment agreement information and activity is maintained. With authorization, data is shared with State Departments via theMMIS database and the warehouse. CSHCS data is also shared with external entities, i.e. Michigan Enrolls and Specialized Health Plans. Most data is maintained via the online portion of the application. However, health plan selection data from Michigan Enrolls and the monthly renewal process are examples of data maintained via batch functionality. Client demographic and eligibility data plus provider authorization data is uploaded daily to the Bull mainframe for processing by I&E, which then updates MMIS. GTEA transactions are used to verify information on MMIS. Every Thursday, CSHCS data is extracted and loaded to the Warehouse.

2.) Processing Mode

This client/server system has an Oracle database back end, sitting on a SUN server. The front end is an Oracle application on a local Novell server. Oracle database security handles inquiry and maintenance availability per user login.

3.) Functionality Expectations

The CSHCS application is available to the customer 24 hours a day. 7days a week except for during backups. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. When specifically requested by the customer, DIT will make any necessary changes to enable the availability of the system.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will coordinate System change and System maintenance implementations with the customer's schedule.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The database is mirrored during day-to-day operation.

The database is exported to tape Monday through Saturday, with the tapes being kept for a month.
A full cold back up (data base down), is done on Saturday evening between 8:00pm and 1:30 am. These tapes are kept for two months.

Application Service Level Detail

System Name: **Family Support Subsidy (FSS)**
Effective Date: **10/01/2003**

Customer: **Department of Community Health/Mental Health Services to Children and Families**

Technology Owner: **Hospital and Medicaid Support Team – DIT/DCH Systems Development**

1). System Description

Family Support Subsidy System is an ON-LINE system designed for use by authorized users in the DMH Central Office Family Support Services/Subsidy Unit in Lansing, Michigan. This ON-LINE system allows for

1) Entry and registration of the subsidy program application with editing of entered information,
2) Printing of monthly reports which are mailed to each Community Mental Health Board for information and verification,
3) Monthly preparation for checks for the recipients of the program. Two extract files with the check and remittance information are sent to MAIN around the 10th of the month and the checks are printed by the Treasury Department around the 20th of the month,
4) Historical FSS information is stored for online inquiry and special request reporting
5) Fiscal Year Reports can be produced.

.) Processing Mode

This system has a DMSII database back end sitting on a Unisys mainframe. The online programs are written inXgen and there is no Web component. The check preparation is a monthly batch process.

3.) Functionality Expectations

The FSS application is available to the customer 7days a week from 7:30 am 5:30 pm. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The audit files that store the daily changes to theFSS database are backed up twice a week – on Wednesdays and Saturdays at 11 pm. A weekly cold back up (data base down) is done on Saturday evenings at 5:55 pm. The database is also mirrored.

Application Service Level Detail

System Name: **Health Alert Network (HAN)**
Effective Date: **10/01/2003**

Customer: **Department of Community Health/ Office of Public Health Preparedness**

Technology Owner: **Hospital and Medicaid Support Team – DIT/DCH Systems Development**

1). System Description

This system facilitates secure, rapid communications with public health planners, emergency responders and partners about public health issues. Centers for Disease and Control and Prevention (CDC), Public Health Preparedness and Response for Bioterrorism dictated the functionality of the system. The system is accessible to customers through a web browser interface. This system sends alerts via SMTP messaging (such as email, alphanumeric pagers and wireless devices), telephone and fax, to specific personnel as defined in LDAP (Lightweight Directory Access Protocol).

This system is capable of full reporting of alert logs, alert confirmations, folder permissions, document check out log, etc. The system allows participants to collaborate on documents and audits all alerts and confirmations.

2.) Processing Mode

This system is purchased software from Virtual Alert Inc., (LA Jolla, California). The software is on Dell servers and hosting services for the primary and backup sites for HAN through SureWest of Sacramento, California and Inflow of Austin, Texas. The system uses Window2000 and Microsoft Sharepoint. This system is web based. The LDAP (Lightweight Directory Access Protocol) stores the information (emails, cell phone #, etc) of contacts that receive the alert notifications.

3). Functionality Expectations

The HAN application is available 24 hours a day, 7 days a week. The software maintenance is covered by a contract with Virtual Alert and the hardware maintenance is DIT's responsibility.

4.) System Back Up

The HAN information is mirrored on the servers in Austin, Texas and Sacramento, California: therefore, they serve as backups for each other. Also, Virtual Alert backs up the system once a day on an eight-week rotation. This consists of full backups twice a week and incremental backups the other days. Further, once every rotation Virtual Alert runs a full backup that is stored in a location other then the location that the systems located. This external backup will be used for Disaster Recovery or Operational Recovery purposes.

Application Service Level Detail

System Name:	**Residential Leases (Leases)**
Effective Date:	**10/01/03**
Customer:	**Department of Community Health/Division of Quality Management and Planning**
Technology Owner:	**Administrative and Billing Team – DIT/DCH Systems Development**

1.) System Description

This application maintains data on DCH houses leased for clients treated in a residential setting. Lease contracts are entered with structural, financial, and detailed location information. This information is used for inspections and auditing of the structures themselves as well as generating a payment transaction monthly to satisfy the lease contracts. Transactions are uploaded to the Unisys mainframe, reformatted, batched, and sent to MAIN. On the 25th of each month, warrants are issued to the lessees due on the first of each month.

2.) Processing Mode

This system has an Rbase front end utilizing an Rbase database, sitting on a Novell server. Security permits only lease management staff to work on the lease contract data and accounting staff to work on the payment data. Monthly payment information is extracted from the Rbase application and uploaded to the Unisys mainframe.

The module that generates the payment transactions and sends the transaction file to MAIN in Boulder is located on the Unisys mainframe.

3.) Functionality Expectations

The Residential Lease application is available to the customer 24 hours a day. 7days a week except for during backups. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. When specifically requested by the customer, DIT will make any necessary changes to enable the availability of the system.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will coordinate System change or System maintenance implementations with the customer's schedule.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The database changes are exported to tape Monday through Thursday. Data on the mainframe is backed up daily.

A full back up of the network server is done on Friday night after 5:00 pm. A full backup of the mainframe directories is done every Sunday morning.

Application Service Level Detail

System Name:	**Michigan Breast and Cervical Information System (MBCIS)**
Effective Date:	**10/01/03**
Customer:	**Department of Community Health/Cancer Section**
Technology Owner:	**Public Health Team – DIT/DCH Systems Development**

1.) System Description

The Breast and Cervical Cancer Control program is funded by a multi-year grant from the Center for Disease Control (CDC). It allows low income women access to screening services and follow up care, including cancer treatment if necessary. TheMBCIS system is a repository for the data for eligible clients, their exams, results and follow up information. This application is used by the Local Coordinating Agencies and the State of Michigan to keep track of the treatment of these clients and allows for federal statistical reporting.

Data entry, eligibility determination, tracking of exams and diagnosis, and State and Federal reporting are all major functions of this application. An Oracle discoverer component has been set up for ad hoc reporting. There is also a component of the system that will track payment of claims that are handled by a third party processor.

2.) Processing Mode

This system has an Oracle database back end, sitting on a mirrored SUN server. The front end is client server in Oracle.

3.) Functionality Expectations

The MBCIS application is available to the customer 24 hours a day, 7 days a week except for Wednesday evenings from approximately 11:30 pm to 6:00 am on Thursday, and again on Friday evenings from approximately 11:30 pm to 6:00 am on Saturday. A cold back up of the system is done during this time frame. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The database is copied to tape Monday through Saturday, with the tapes kept for a month. A weekly cold back up (database down) is done on Wednesday and Friday evenings between 11:30 pm and 6:00 am.

Application Service Level Detail

System Name:	**Michigan Childhood Immunization Registry (MCIR)**
Effective Date:	**08/01/03**
Customer:	**Department of Community Health/Immunization Division**
Technology Owner:	**Public Health Team DIT/DCH Systems Development**

1.) System Description

This is a system that keeps track of vaccinations given to children 18 and under in Michigan. It does assessments of the shots already received and will alert Health Care Providers, if it is too early to give a shot or if a child is overdue. Reminder recall notices can be sent out, Vaccine inventory managed, and reporting done for the VFC (free vaccine) program. We can also accept legacy data from other systems that might have been used by Local Health Departments (LHD) through the MCIR Transfer process. DCH staff, School Districts, Day Care Facilities, Camps, Medicaid Health Plans, WIC Clinics and other health care providers access the system to review childhood immunization status.

Aggregate, detail and federal immunization coverage reporting, at the provider, county, region, and WIC clinic/agency levels can be done from this system. WIC Reports are sent to the WIC division for distribution to their Clinics. An Oracle discoverer component has been set up for ad hoc reporting.

The MCIR system receives extracts from the Social Security Administration's weekly file for social security number updates, WIC information extracted monthly from the BULL Mainframe for family ID number and WIC eligibility an Electronic Birth Certificate extract of births, Vital Records extract of deaths and Medicaid information on health plan and eligibility, extracted from the MMIS file.

2.) Processing Mode

This system has an Oracle database back end, sitting on a SUN server. It has a client server component with a Delphi front end interface. It also has a Web Interface in Java and some batch processes.

3.) Functionality Expectations

The MCIR application is available to the customer 24 hours a day, 7days a week except for Thursday evenings from approximately 11:30 pm to 6:00 am on Friday. A cold back up of the system is done during this time frame. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements: The database is copied to tape Monday through Saturday, with the tapes kept for a month. A weekly cold back up (database down) , is done on Thursday evenings between 11:30 pm and 6:00 am.

Application Service Level Detail

System Name:	**Michigan Disease Surveillance System (MDSS)**
Effective Date:	**January 1, 2004**
Customer:	**Department of Community Health/ Epidemiologist, Surveillance System Section/Division of Communicable Disease & Immunization**
Technology Owner:	**Hospital and Medicaid Support Team – DIT/DCH Systems Development**

1). System Description

This application is a secured web-based system for public health surveillance for ongoing systemic collection, analysis, interpretation and dissemination of data regarding communicable disease incidents and outbreaks throughout Michigan. Incidents are reported to MDCH from 83 counties, State of Michigan laboratories and major commercial laboratories (Lab Corp, Quest Diagnostics, etc). To facilitate communications the system is available to Local Health Departments (LHD), private institutions and professional providers. The application has a relational database system that stores the electronically transferred individual case lab reports and demographic information which allows disease report managing, interactive Geo-coding, advance search capabilities by LHD and Public Health Preparedness Districts, and customize automated messaging.

2.) Processing Mode

This application is currently in the development stage and will be moved into production on January 1, 2004. Scientific Technologies Corporation is developing the web-based application by using Oracle back end, J2EE web base front end, and geo-coding mapping through Michigan Center for Geographic Information to develop this web-based system

3.) Functionality Expectations

The MDSS application will be available to the customer 24 hours a day, 7days a week. The software maintenance is covered by a contract with Scientific Technologies Corporation and the hardware maintenance is the responsibility of DIT.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application.

The database is backed up incrementally to tape nightly and those tapes are overwritten weekly. Full backups are done weekly starting on Saturday and kept for 3 months.

Application Service Level Detail

System Name:	**Medicaid Management Information Systems (MMIS)**
Effective Date:	**10/01/03**
Customer:	**Department of Community Health/Medical Services Administration**
Technology Owner:	**Medicaid Systems Section – DIT/DCH Systems Development**

1.) System Description

The MMIS system is a federally certified system that pays medical claims for Medicaid, Children's Special Health Care Services (CSHCS), State Medical Program and Waiver clients. The Centers for Medicare & Medicaid Services (CMS) requires a certified MMIS to contain eight subsystems, which our applications are grouped into these subsystems:

A. Claims Processing Subsystem
B. Recipient Eligibility Subsystem
C. Provider Enrollment Subsystem
D. Reference File Subsystem
E. Prior Authorization Subsystem
F. Third-Party Liability Subsystem
G. Management and Administrative Reporting Subsystem
H. Surveillance and Utilization Review Subsystem (SURS)

A. Claims Processing Subsystem - This subsystem reviews all claims data elements to ensure:
- Services provided by approved providers
- Invoices bill for covered services only
- Services were provided to a Medicaid-eligible recipient
- Services were provided according to program policy
- Services can be priced according to applicable schedules and limits.

Claims will be received and processed from providers by either paper documents or electronic submission. Apended claims application handles the corrections the DCH staff will want to make to a claim before its resubmission into the payroll cycle. A gross adjustment oracle database also submits payment records to the payroll cycle based on DCH staff entering and approving the data. Each week a file is supplied to the State's Main accounting system for the providers that should receive payment for their claims. Paper Remittance Advices and 835 electronic RA's are produced each week for providers' supporting documentation to the warrant they receive.

B. Recipient Eligibility Subsystem - The recipient subsystem contains comprehensive profiles of each recipient for use in invoice processing, third party liability, administrative and special reporting, and utilization review. FIA determines eligibility at the county level and enters eligibility data into the Client Information System (CIS). On a daily basis, the MMIS processes updates from the CIS and updates the MMIS Eligibility file. The file is then used in the nightly Claims processing subsystem. Every six months, a complete record for all recipients is passed fromCIS and used to rebuild the recipient database. The CSHCS Oracle eligibility database also feeds data to theMMIS Eligibility file. The Recipient Eligibility Subsystem also updates the eligibility file for the Eligibility Verificationcontractors, Medicaid Plastic Card vendor, Managed Care Enrollment broker & Managed Care Providers.

C. Provider Enrollment Subsystem - The Provider Enrollment (PE) subsystem is used to enroll and uniquely identify providers of medical services by storing and verifying the state license number. Medicare identification, specialties.

Social Security numbers and federal employer numbers. Provider information is used for reporting purposes and also is accessed by the claims processing, SURS, TPL, MAR and reference files subsystems.

D. Reference File Subsystem - This subsystem is comprised of nine files that provide other MMIS subsystems with the information required to properly to process claims according to state and federal guidelines. Batch systems, mainframe online files and Oracle databases support these different files for DCH staff to enter the appropriate policy and program information.

E. Prior Authorization Subsystem - The PA subsystem was designed to support the State's efforts to administer a program of reviewing and authorizing medical services prior to delivery of those services. The PA program serves to assure appropriateness and quality of care. The program focuses on those services that are outside the standard of care; are rarely needed, but costly or over utilized; for which there are economic alternatives; or could cause harm to the client. Services currently requiring prior authorization include: dental, durable medical equipment, vision, medical supplies and equipment, pharmacy, IV therapy and supplies, specialized beds, transportation, nutritional supplements, hearing aids and evaluations, LTC MOE days and augmentative communication devices. The PA Oracle database feeds the recipient eligibility subsystem the prior authorizations so the Claims Processing subsystem can verify the clients' eligibility for the services.

F. Third Party Liability - Third Party Liability (TPL) activities focus on avoiding paying claims for which another insurer is liable and recovering Medicaid dollars paid to providers when another insurer is liable for claim payment. Michigan efforts concentrate on cost avoidance rather than cost recovery. Federal regulations specify that Medicaid is the source of payment only after all other sources of payment have been exhausted. TPL data for a recipient is fed to the recipient eligibility files so that claims processing can verify if a client has any other insurance coverage before paying any claims. If coverage is determined after claims have been paid, billings are either done to the insurance carrier or the claim payment is recovered from the provider by a claim adjustment.

G. Management and Administrative Reporting Subsystem (MARS) - The MARS reporting objective is to provide timely, concise, and meaningful information reflecting key areas of program activity. MARS produces a variety of reports to assist MSA staff in areas such as: program management, cost settlements, managed care programs, family planning, federal and EPSDT reporting. The maintaining of MMIS data on the teradata warehouse so DCH staff can access using Bi-Query software is also done.

H. Surveillance and Utilization Review Subsystem (SURS) - The primary purpose of the SURS subsystem is to detect fraud and abuse in the Medicaid program and to investigate and monitor specific cases of abuse. Most SURS activities are now done on the PC SURS software. Users request claims extracts from the data warehouse, which are then transferred to the network for the PC SURS software. Reports are then generated from this software.

2.) Processing Mode

Most components of the MMIS reside and run on the BULL mainframe system. There are components that have an Oracle database backend, sitting on a SUN server using a Web Interface and with some batch processes that interface with the BULL mainframe. The data warehouse is on a Teradata warehouse that interfaces with the BULL mainframe and the National Drug Code online database screens. The Data Exchange Gateway (DEG) is a Tandem S7600 that runs the Edikit translator for HIPAA EDI formats with two processors, with multiple mailboxes for contractors and business partners to submit and receive EDI transactions. The DEG has an extensive communications environment that supports many Dial-Up and Direct Connect Circuit Protocols, WANs, LANs, VANs and ExtraNets like the ANX. This communication environment supports connectivity whether it is from a Unix, Apple, mainframe or Windows-based personal computer

3.) Functionality Expectations

The Data Exchange Gateway that providers and billing services use to submit claims to the MMIS is available to the customer 24 hours a day, 7days a week except for planned maintenance and upgrades that may reduce availability for a couple hours. The MMIS online files are available during normal business hours 7 am to 7 pm. The MMIS will

maintain a weekly payroll process that meets the needs of the customer and MAIN accounting system. Daily, weekly & monthly files that are sent to MSA contractors and manage care providers must be done on the prearranged schedule. HIPAA requirements will be followed for EDI transactions. Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method. Data Center Operations (DCO) maintains weekly backup of files and daily transaction files so that disaster recovery plans can be followed if needed for the BULL mainframe. The Oracle databases have a complete backup done on a weekly basis along with daily backup of changed records. There is also a Disaster Recovery (DR) machine that is backup for the DEG.

Application Service Level Detail

System Name: **New Born Screening**
Effective Date: **October 1, 2003**

Customer: **New Born Screening Lab, Early Hearing Detection and Intervention, Medical Management Centers**

Technology Owner: **Hospital and Medicaid Support Team - DIT/DCH Systems Development**

1. System Description

This is a system that keeps track of screening lab tests and demographic information for newborns. Data is scanned from a barcode on a card or manually entered by the New Born Screening Laboratory (NBS Lab). When a case is created due to abnormal results, it is passed on to a Medical Management Center (MMC) to do the follow-up treatment. The MMC's also have access to update a case by indicating when treatment started, the final disposition of the case and the diagnosis test results.

The system will provide the necessary functionality to perform follow-up processing to ensure proper tests are made on children with abnormal results. It also provides follow-up letters to providers and patients along with faxing and e-mailing results through GroupWise.

The NBS Lab will also store New Born Hearing test results that can be accessed by the Early Hearing Detection and Intervention :ction (EHDI).

2. Processing Mode

The system runs on an SQL 2000 database, sitting on a Windows 2000 server. It has a client server component with a Visual Basic font end. It also has multiple Lab equipment connected to a PC that retrieves information to send to the SQL 2000 database. Also faxing from the server is being developed.

3. Functionality Expectations

The New Born Screening application is available to the customer 24 hours a day, 7 days a week. Software maintenance is covered by a contract with Perkin Elmer Life Sciences Inc. and hardware maintenance is the responsibility of DIT.

4. System Backup

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The server located at BOW is backed up nightly for incremental backups. A full backup is done on weekends starting on Saturday.

Application Service Level Detail

System Name: Online Pharmacy System (MS Meds – Cerner)
Effective Date: 10/01/2003

Customer: Department of Community Health/ State Mental Health Hospitals:
MI Hawthorn Center
MI Kalamazoo Psychiatric Hospital
DD Mt. Pleasant Center
MI Caro Center
MI Walter Reuther Psychiatric Hospital

Technology Owner: Hospital and Medicaid Support Team – DIT/DCH Systems Development

1). System Description

This is an online system that keeps track of drug dispersing and billing items for the Pharmacy departments in our State Mental Health Hospitals. It also tracks drug interactions for the Pharmacist.

The system extracts a billing file that is exported to Itemized Billing system (Unisys Mainframe in Lansing, Michigan), which in turns bills Medicaid, Medicare, Blue Shield and other insurances.

2.) Processing Mode

This online system is purchased software called MS Meds from Cerner. This system has an IBM UniVerse database on an NT ox using Dynamic Connect for the terminal emulator. There is no Web component.

3.) Functionality Expectations

The MS Meds Pharmacy Online system is available to the hospital's pharmacy departments 24 hours 7days a week. Software maintenance is covered by a contract with Cerner and hardware maintenance is the responsibility of DIT.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

The Pharmacy files are copied to tape Monday through Friday, with the tapes kept for a week. The backup system is ACR Serve2000 software.

Application Service Level Detail

System Name: **Women Infants and Children (WIC) M-TRACX**
Effective Date: **10/01/03**

Customer: **Department of Community Health/WIC Division**

Technology Owner: **Public Health Team – DIT/DCH Systems Development**

1.) System Description

WIC is a health and nutrition program that is designed to benefit pregnancy outcomes and child growth and development forlow income families. Each month more than 200,000 moms, babies, and children under the age of 5 receive nutritious foods from the Michigan WIC program. One out of every two babies born in Michigan receive WIC benefits. The program is federally funded.

Major functions of the system include; Data entry, Certification and re-certification, Benefits Issuance, both by paper and in an upcoming pilot in Jackson County to issue electronic benefits through a magstripe card. The system also does Participant appointment recording. Obligation and de-obligation of funds for payment, Vendor accounting and monitoring. Information from the WIC system is extracted and sent to the State of Michigan data warehouse on a weekly, monthly, and yearly basis.

2.) Processing Mode

M-TRACX resides and runs on the BULL mainframe system with an IDS II database. The data warehouse is on a Teradata warehouse that interfaces with the BULL mainframe. The system runs in both a batch and online environment throughGlink nd TSS.

3.) Functionality Expectations

The system is available to the WIC clinics Monday, Tuesday, and Thursday from 7:30 am to 7:00 pm ET; Wednesday from 7:30 am to 8:30 pm ET; Friday from 7:30 am to 5:30 pm ET. The M-TRACX on lines will also be available on the following listed Saturdays from 8:30 am to 3:30 pm ET. October 4, and 18, 2003. November 1, and 15, 2003. December 6 and 20, 2003. January 3 and 24, 2004. February 7 and 21, 2004. March 6 and 20, 2004. April 3 and 17, 2004. May 1 and 15, 2004. June 5 and 19, 2004. July 10 and 24, 2004. August 7 and 21, 2004. September 11 and 25, 2004.

Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of thisSLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method. DOC maintains weekly backup of files sothat disaster recovery plans can be followed if needed for the BULL mainframe.

State of Michigan, Department of Information Technology (DIT)
Service Level Definitions
7/3/03 Draft

1. Client Service Center

Service Definition

The Client Service Center (CSC) is designed to be a client's initial point of contact for information technology questions, requests and problem resolution. Clients may contact the Client Service Center by phone, fax or email at the following:

Phone at 241-9700 and 1-800-968-2644
Email at DITService@michigan.gov
FAX at 241-8439

Service Levels

The Center accepts calls M-F 7:30 am – 5 pm. After hours urgent calls are transferred to the DIT Enterprise Help Desk. Service Center representatives are skilled in handling calls concerning

- Broken or inoperable desktop equipment
- Desktop software problems or questions
- Telephone or network problems or questions
- Requests for services provided by DIT, including procurement, installs, moves, adds or changes to desktops
- Agency application problems or questions

The priority assigned to any given problem will be on a three-tier scale - Urgent, High, and Medium and Low

- URGENT Issue / problem has potential to cause loss of life / risk of injury
- HIGH Directly Affects the Public or a large number of users are down
- MEDIUM All other problems or service requests with a deadline
- LOW All other problems or service request without a deadline

Performance Indicators

The Client Service Center will acknowledge, resolve or refer all requests received by phone, e-mail or fax within 15 minutes of initial contact. A resolved request would be one that the Client Service Center representative was able to handle to the Client's satisfaction. A referral would be a request that the Client Service Center representative handed off to the 2nd level support for resolution. The Client Service Center will be able to provide acknowledgement of a request by responding to the Client via e-mail when a remedy ticket was initiated and placed in work-in-progress status or referred to 2nd level support.

When 2nd level support is required, acknowledgement to the client of the ticket will occur within
15 minutes for Urgent priority tickets
20 minutes for High priority tickets
60 minutes for Medium priority tickets

2. Desktop Services

Service Definition

Desktop services encompasses all aspects of maintaining and supporting the desktop PC, including

- Desktop / laptop hardware and software problems
- Printers and other peripherals problems (for example, printers, DOMS, scanners, PDAs, external disk drives)

DIT purchases a standard set of desktops/laptops as defined in the State of Michigan's EUCN contract. These systems come with a manufacturer's on-site warranty for three years. Older equipment such as AST's or MAC's that are out of warranty is also supported by Desktop Services. All equipment failures are to be reported to the Client Service Center where they are tracked, diagnosed, and forwarded to Field Services staff for repair and / or replacement.

Service Levels

The DIT Desktop Services group provides support on all State of Michigan desktop and peripheral equipment. Support teams are strategically located throughout the State providing 5 x 9 coverage, accommodations for after hours support can be made on a case-by-case basis.

Performance Indicators

Repair/replacement of standard (currently Dell GX series) desktop / laptop / printer / peripheral hardware will be completed within 1 business day, if parts are required then 2 business days.

Standard, software (Rich would like some indication of what constitutes "standard" to be written here) problems will be resolved within 8 business hours.

DIT staff will make every effort to repair non-standard equipment in a timely manner.

3. Office Installation, Move, Add and Change (IMAC)

Service Definition

As a normal process of the workplace, organizations respond to business fluctuations by changing staff levels and relocating offices.

Desktop Moves

DIT provides services to assist in office relocations by moving desktops, LAN drops and, in selected locations, telephones. While DIT will assist in determining the electrical requirements for any proposed configuration, the client is responsible for facilitating all electrical requirements.

Service Levels

DIT will coordinate IMACs by assessing the size and complexity of the request before determining how the request will be processed. Generally, small IMACs can be completed in 2 - 4 business days. Larger IMACS that require coordination with other agencies, new equipment to be purchased and/or involve large numbers of devices will need to be incorporated in to a project that includes a agreed upon project plan, for DIT oversight and timely resolution. IMAC requests will be referred to the agency(s) involved for authorization before initiation. Authorization will be obtained from the agency(s) through the appropriate DIT Dedicated Client Specialist.

Performance Indicators

It is the agencies responsibility to coordinate and provide electrical requirements. Installation and moves of desktop equipment:

- 2 business days for 1 – 5 units, once the equipment is received
- 4 business days for 6 – 10 units, once the equipment is received
- Client and DIT will develop a project plan for moves more than 10 units. The Strategic Project Office (SPO) will be responsible for providing oversight for major projects.

4. Voice Services

Service Definition

DIT provides telephone service to approximately 20,000 employees in the Lansing, Detroit, Grand Rapids and Saginaw office complexes. For clients in outlying areas and for services other than standard telephone or voice mail services, DIT has negotiated a statewide contract with several Local Exchange and Long Distance Carriers for phone services. The service contracts provided by these carriers are managed by the DIT Telecom group. These contracts are available for agency use.

Service Levels

DIT Telecom managed voice telephone service is provided 7 x 24 x 365 without interruption. Service outages are a top priority.

- Installation and moves of office telephone equipment – State of Michigan provided service
  5 business days for 1 – 5 units
  10 business days for 6 – 10 units
  Client and DIT will develop a project plan for more than 10 units. The SPO will be responsible for providing oversight for major projects.

Local Exchange and Long Distance Carrier services are provided according to the service levels within each contract.

- Installation and moves of standard office telephone equipment – Vendor provided service - according to contract provisions

Performance Indicators

DIT Provided Service

- Voice service is available 99.99%
- Major interruptions (such as dial tone disruptions) will be repaired within 4 business hours.
- Minor problems (such as noisy cord or headset) will be repaired within 1 business day.

Vendor Provided Service

DIT will provide Vendor Management of SBC and work to ensure the terms of the contract are met.

5. Procurement & Administrative Services

Service Definition

DIT Contracts and Procurement Services performs all IT computer commodity & service procurement for the State of Michigan, negotiates all IT related contractual services, and ensures that the services provided meet contract specifications. Many of the procurement activities are a component of other DIT Services.

Service Levels

DIT manages the entire spectrum of IT procurement, from standard desktop acquisition through complex ITB (invitation to bid) solutions.

Performance Indicators

Commodity desktop acquisitions

- Standard, (on hand inventory) completed in 2 business days
- Standard, purchased required, 2 – 6 weeks (end-to-end, includes procurement, vendor, Depot and Field Services time)
- Non-Standard Acquisitions will be negotiated with appropriate vendors and completed in a timely manner.

ITB Process

- Large projects (> $1 M, high risk) 12-18 months

- Medium projects ($250K – $1 M, medium risk) 6-12 months
- Small projects ($50K - $250, low risk) 4- 6 months

Invoicing

- On Time
- Discrepancy Resolution within 30 days

6. Application Services

Service Definition

Agency Services is the liaison between the Department of Information Technology (DIT) and the individual Executive Branch agencies. This team is responsible for the development, modifications, and enhancements of agency IT applications. The development of new applications and major modifications to existing application will be coordinated with the agency by the Agency Services team. The Agency Services Team will engage the Strategic Project Office for assistance in managing major projects that have been approved by an Agency for implementation.

Agency Service's Enterprise Application Services is responsible for enterprise applications, including HRMN, MAIN, and the state web portal as well as middleware support and services for DIT. The development of new enterprise and/or multiple agency applications and major modifications to existing enterprise applications will be coordinated with the Enterprise Application Services team. The Enterprise Application Services team will engage the Strategic Project Office for assistance in managing major projects that have been approved by Agencies for implementation.

Service Levels

The Strategic Project Office (SPO) will be responsible for providing oversight for projects that are assigned to DIT. The SPO will provide periodic status reports as requested by the Agency Services Team or when the project fails to meet the required milestones or task timeframes.

Performance Indicators

The project will report on time, on Budget and within scope metrics based on the project plan.

7. Data & Application System Availability

Service Definition

DIT Agency Services provides the development and maintenance of application systems on various technologies and platforms. Currently, agency application support is performed by the same staff that was performing that function prior to the formation of DIT. This support staff now reports to the DIT agency IO. The Client Service Center will accept calls for application issues and then forward those calls to the appropriate agency support staff for resolution.

Agency application support and development will be the responsibility of the Agency IO and the support staff. System software and hardware support for mainframe and servers will be referred to Infrastructure Services for resolution. Data Center Operations is responsible for the support of the mainframes and servers installed at the Secondary Complex Data Center while Distributed Services is responsible for the support of servers housed in data centers outside of the Secondary Complex Data Center.

Agency Service's Enterprise Application Service is responsible for enterprise applications, including HRMN, MAIN, and the state web portal as well as middleware support and services for DIT.

Service Levels

Maintenance and support requirements for a specific application will depend on the associated Agency's need for availability and access to that application's functionality and data. Resolution times for reported problems and application up-time will also be determined by the Agency's customer's required access and the assigned priority level for the availability of the application's

functions and data. Application availability will also be dependent on the availability of the application host, supporting network, desktop as well as other application dependencies such as a database.

Application enhancements and new applications requests will be assigned to the Agency Information Officer or Enterprise Application Services for resolution.

Performance Indicators

The Agency's customer will determine when the application must be available. The availability of an application may be required only during normal working hours of Monday thru Friday from 8am to 5 pm or if the application provides critical information to it's users then it may need to available 7x24x365. DITwill engineer new applications to provide 99% availability during the time specified for the Agency.

8. Center for Geographic Information

Service Definition

The Michigan Center for Geographic Information (CGI) provides leadership, technical expertise and policy for the development, use, dissemination, promotion and sharing of geographic information in the state of Michigan. The Center's mission will enable state government to more effectively and efficiently serve the citizens, businesses and other governments of the state in areas of public protection, homeland security, economic development, environmental protection and transportation.

Service Levels

The Center for Geographic Information will respond to requests for services that CGI provides.

Performance Indicators

The project will report on time, on budget and within scope metrics based on the project plan.

9. Web Site Portal (Michigan.gov)

Service Definition

The State's Internet services are coordinated through a single portal, www.michigan.gov providing a single external face to the web. Goals of Michigan.gov include

- Consistent web user interface (look and feel, usability) across individual agency applications and services
- Consistent security and privacy policies

DIT provides hosting services for production and test environments, support, and formal training in the michigan.gov tools, Vignette, Surfaid, and Inktomi.

Service Levels

The Michigan.gov portal is available 7 x 24 x 365. The e-Michigan Web Development group will respond to requests for services.

Performance Indicators

DIT will maintain 99% portal availability.

Client Service Level Reporting

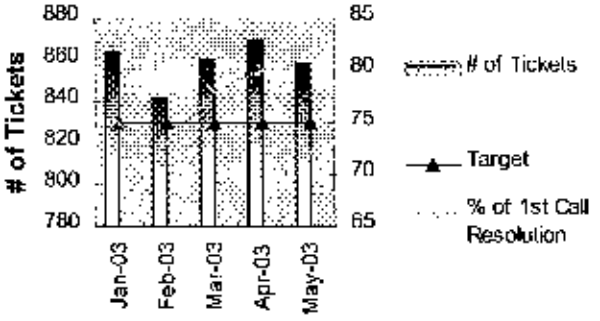
DIT Service.	Measurement Description	Goal
Client Service Center	▪ *First Call Resolution* ▪ *Number of Cases* ▪ *Cases categorized by type; repair, service request and question.*	First call resolution 70% of the time.
Desktop Services	*Return to Service*. When a client's request (repair, replace) was completed. This includes desktop hardware, peripheral equipment and software. ▪ Repair/Replace (Call Resolution)	Problem resolution within 1 business day, if parts needed then 2 business days.
Office Installation, Move, Add and Change (IMAC)	*Desktop IMAC*; from request to time client is able to access data.	▪ 1 – 5 units Desktop - 2 Business Days, ▪ 6 – 10 units Desktop - 4 Business Days, ▪ > 10 units will be treated as a project.
Voice Services	*Service Availability (Uptime)*. The percentage of time the service was available to the client. Scheduled maintenance is not included in this measurement.	99.99% for DIT provided voice services.
	Return to Service. When a client's request (repair, replace) was completed.	Problem resolution for DIT provided voice services, within 1 business day, if parts needed then 2 business days.
	Voice IMAC; request through time client is able to make/receive calls.	For DIT provided voice services: • 1 – 5 units - 5 business days • 6 – 10 units - 10 business days • >10 units will be treated as a project.
Procurement & Administrative Services	Requests for IT hardware, software or services. ▪ Standard Commodity Acquisitions on Hand Inventory • Standard Commodity Acquisitions Invoicing: ▪ Invoicing State Agencies for DIT Services (3 weeks after calendar month end) ▪ Resolution of Invoicing Discrepancies	2 Business Days 2 – 6 weeks On Time 30 Days
Application Services	Time to project agreement and scope definition.Project completion.	2-4 weeks On Time/On Budget/Within Scope.
Data & Application System Availability	*Transactional Systems Service Availability*. The % of time services were available to the client. Scheduled maintenance is not included in this measurement.	99% Availability
Web Site Portal (www.michigan.gov)	▪ *Service Availability (Uptime)*. The percentage of time the website was available to the client. Scheduled maintenance is not included in this measurement. ▪ *Number of Hits*. This is the number of times a client website was accessed. ▪ *Content Volume*. This is the size if the website that is used for billing purposes.	99% Availability

Problem Priority Categories

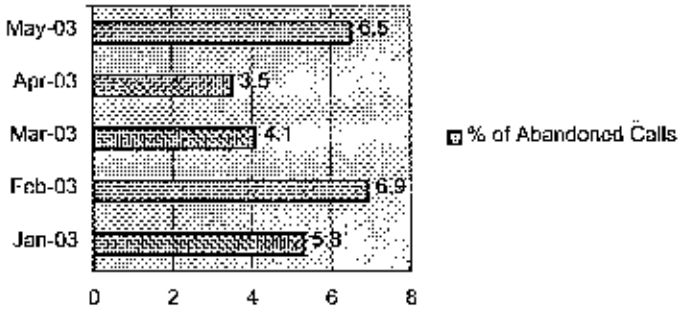
Category	Criteria	Example
URGENT Problems will be considered the highest priority and are considered to be a possible life-threatening situation	▪ Risk of Personal Injury or Loss of Life ▪ Critical Infrastructure Components (e.g.; Mainframe chiller unit, LMAN Backbone) ▪ At the direction of the Data Center Operations, Telecomm, or Security and Disaster Recovery Management Directors.	▪ Agency network down ▪ Production mainframe down ▪ Security system down effecting a large number of users ▪ LEIN Interface or system down
HIGH Problems will be considered the second priority and reflect a situation where the public is being directly impacted in a negative way	▪ Any outage or performance degradation that directly affects the public ▪ Major operational hardware and software or non-peripheral equipment. ▪ At the direction of the Data Center Operations, Telecomm, or Security and Disaster Recovery Management Directors.	▪ Branch office down ▪ Internet down or severely degraded ▪ One or more Customer location(s) down 'Out Of Public Business' ▪ Outages or performance degradation effecting availability of public services ▪ Key Treasury funds transfer down ▪ Severe degradation in response time effecting public services
MEDIUM All problems not meeting the Urgent or High criteria will be assigned Medium priority status; this default will be considered the third priority and reflect a situation where there is no risk of personal injury, and the public is not being directly effected.	▪ Network outages or performance degradation effecting users that are not involved directly with the public ▪ Internal e-mail issues ▪ General how-to questions ▪ Problems/Issues with non-public service batch jobs ▪ Degradation in response time effecting non-public applications ▪ Password resets for users not directly involved with the public	▪ All Other Requests

State of Michigan – Department of Information Technology (DIT)
6-Up Internal DIT Service Metrics – June 2003

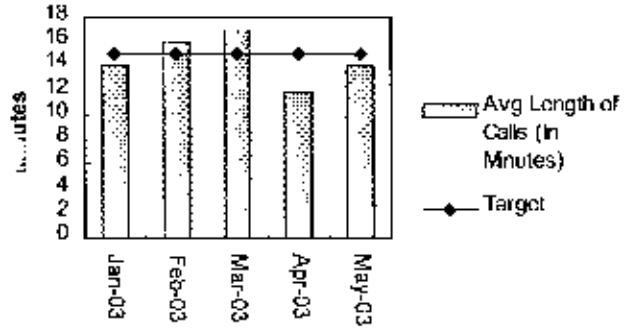
CSC - First Call Resolution



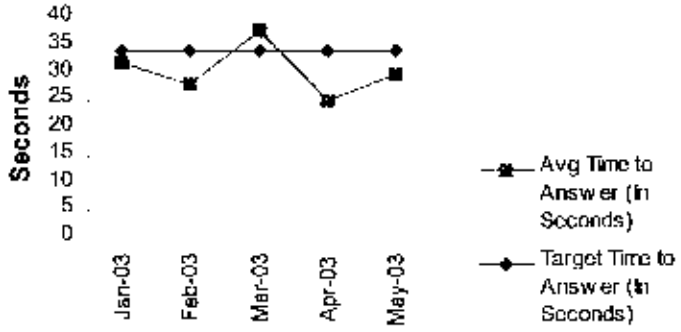
% of Abandoned Calls



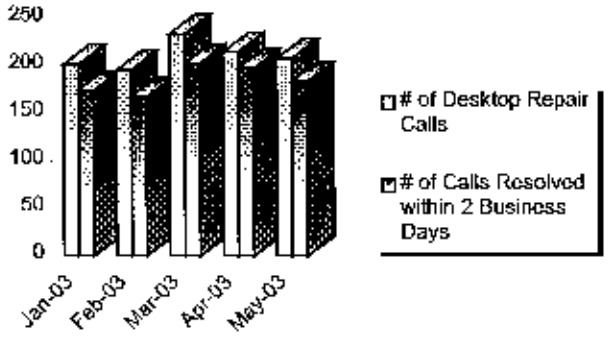
CSC - Average Call Length



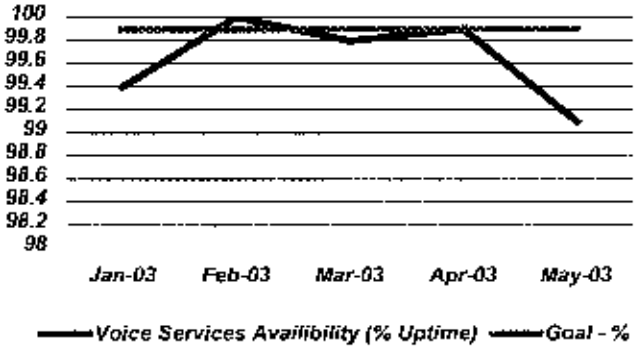
CSC - Time to Answer



Desktop - Resolved Cases



Voice Services Availibility



Note – This is a **SAMPLE** Report; Metrics reflected are not actual Service Statistics.

State of Michigan – Department of Information Technology (DIT)
Metrics – June 2003

Application Services

Goal – On Time/On Budget/Within Scope

Projects:

1. Project XYZ

   Status – Briefly explain project status as it relates to schedule, budget and scope.

Center for Geographic Information

Goal – On Time/On Budget/Within Scope

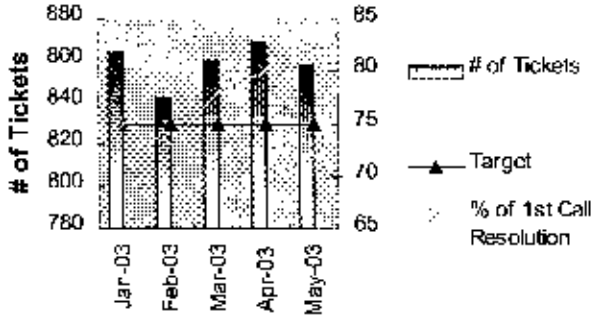
Projects:

2. Project Map Michigan

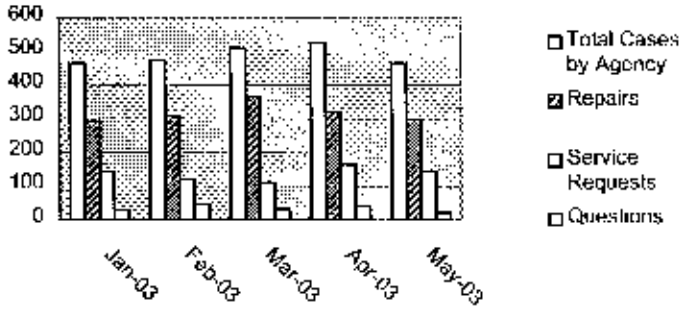
   Status - Briefly explain project status as it relates to schedule, budget and scope.

State of Michigan – Department of Information Technology (DIT)
6-Up External DIT Service Metrics – June 2003

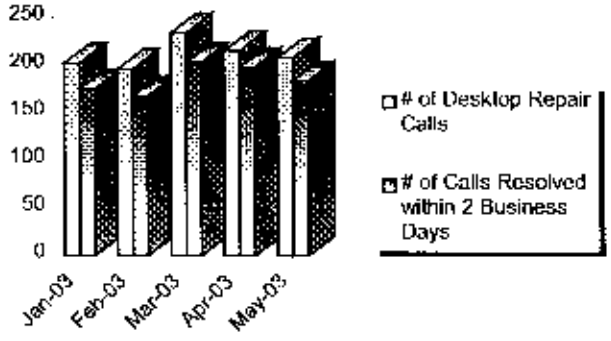
CSC - First Call Resolution



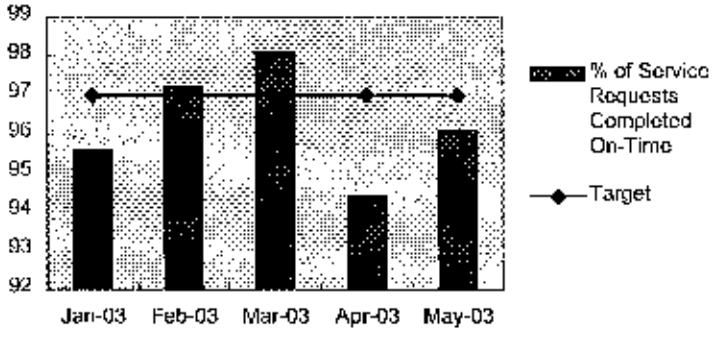
Case Count by Case Type



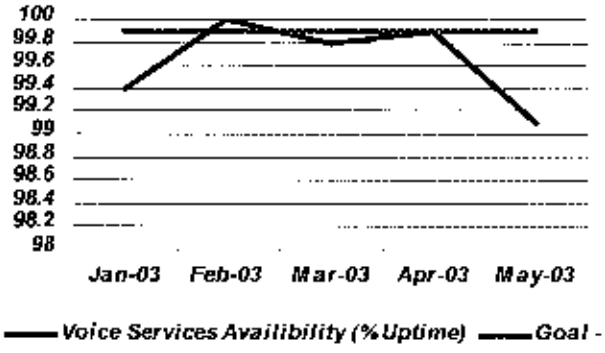
Desktop - Resolved Cases



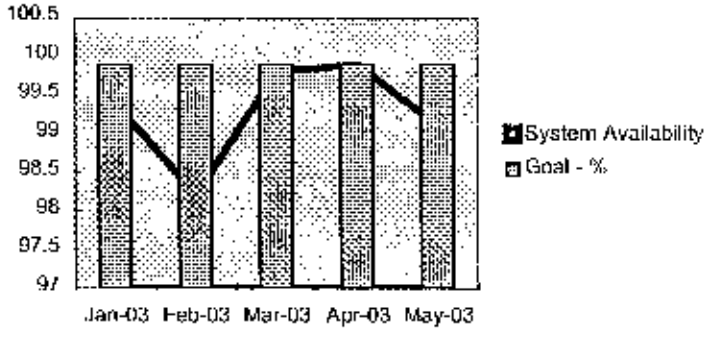
Service Request On-Time Completion



Voice Services Availibility



Data & Application System Availability



Note – This is a **SAMPLE** Report; Metrics reflected are not actual Service Statistics.